

In The Claims

1. (Currently Amended) A business contact center for interfacing customers with a business, and the business contact center comprising:

a plurality of media handlers each including a control interface and each of the plurality of media handlers configurable via the control interface to define a plurality of media services including at least one of routing media between selected media endpoints, recording made from a selectable media source, and playing selectable media to a selected media endpoint; and

a conference controller coupled with each of the plurality of media handlers via the corresponding control interface, and the conference controller responsive to a customer contact to configure via the corresponding control interface an available one of the plurality of media handlers to define selected ones of the media services, media sources and media endpoints for handling the customer contact, the controller including a bandwidth manager which estimates a bandwidth requirement in response to the customer contact and selects the available one of the media handlers based upon bandwidth limits.

2. (Currently Amended) The business contact center of Claim 1, wherein the ~~conference controller further comprises:~~

~~a-bandwidth manager to manage~~manages media handler selection for each customer contact in a manner which effects a balancing of relative loads on each of the plurality of media handlers by comparing the bandwidth requirement to current bandwidth availability on each media handler.

3. (Original) The business contact center of Claim 1, wherein the conference controller further comprises:

an event handler for determining a next media event for a customer contact based on

a correlation between pre-defined call contact states and status and actual call status.

4. (Currently Amended) The business contact center of Claim 1, further comprising:

a plurality of agent communication devices each having a control interface coupled to the control interface of the conference controller ~~and a media interface, and the media interface of~~ wherein each of the plurality of agent communication devices is configurable via the corresponding control interface to couple with a selected one of the plurality of media handlers.

5. (Currently Amended) The business contact center of Claim 4, wherein the conference controller further comprises:

an agent manager coupled to each of the plurality of agent communication devices via the corresponding control interface, and the agent manager responsive to a request for customer contact with an available agent to select an available ~~agent at an available~~ one of the plurality of agent communication devices for coupling with the corresponding one of the plurality of media handlers handling the corresponding customer contact.

6. (Original) The business contact center of Claim 4, wherein each of the plurality of agent communication devices further comprises:

an agent interface for accepting input from an agent of requests and for passing the requests to the conference controller via the control interface to manage a customer contact session.

7. (Original) The business contact center of Claim 4, wherein the plurality of media handlers each further comprise:

a call sequence interacting with selected ones of the plurality of media services defined by each media handler to maintain consecutive sequence numbers in the real time protocol (RTP) packets output from the media handler from various media sources during a customer contact session.

8. (Currently Amended) A method for interfacing customers with a business, and the method comprising:

selecting at a conference controller an available one of a plurality of media handlers for handling a call with the calling one of the customers including estimating a bandwidth requirement for the call and basing the selecting on at least the bandwidth requirement,

passing call parameters for handling the call with the calling one of the customers from the conference controller to the available one of the media handlers, and

configuring the available one of the plurality of media handlers for selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact, responsive to the passing of the call parameters in the passing act.

9. (Previously Presented) The method for interfacing customers of Claim 8, further comprising in response to the configuring act, at least one of the following acts performed on the available one of the plurality of media handlers of:

routing media between selected media endpoints;

recording media from a selectable media source, and

playing selectable media to a selected media endpoint.

10. (Previously Presented) The method for interfacing customers of Claim 8, wherein the call setup parameters passed in the passing act include at least outbound media ports and a media service type.

11. (Currently Amended) The method for interfacing customers of Claim 8, wherein the selecting act further comprises the act of:

managing media handler selection for successive calling ones of the customers to effect a balancing of relative loads among the plurality of media handlers by comparing the

bandwidth requirement to current bandwidth availability on each media handler.

12. (Previously Presented) The method for interfacing customers of Claim 8, wherein the passing act further comprises the act of:

determining a next media event for the calling one of the customers based on a correlation between pre-defined call contact states and status and actual call status for the calling one of the customers; and

with the configuring act responsive to each determination in the determining act to reconfigure the available one of the plurality of media handlers.

13. (Previously Presented) The method for interfacing customers of Claim 8, further comprising the act of:

managing the available one of the plurality of media handlers to define additional selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact from an agent communication device configured as a media endpoint in the configuring act.

14. (Previously Presented) The method for interfacing customers of Claim 8, further comprising the act of maintaining consecutive sequence numbers in the real time protocol (RTP) packets output from the available one of the plurality of media handlers from successive selected ones of the media sources configured in the configuring act during a customer contact session with the call one of the customers.

15. (Currently Amended) Computer software, tangibly embodied in a computer-readable medium or in a propagated carrier signal, for interfacing customers with a business, and the software comprising instructions to perform the following operations:

selecting at a conference controller an available one of a plurality of media handlers

for handling a call with the calling one of the customers including estimating a bandwidth requirement for the call and using the bandwidth requirement in the selecting;

passing call parameters for handling the call with the calling one of the customers from the conference controller to the available one of the media handlers; and

configuring the available one of the plurality of media handlers for selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact, responsive to the passing of the call parameters in the passing act.

16. (Previously Presented) The software of Claim 15, in which the instructions for configuring the available one of the media handlers further comprise instructions for performing at least one of:

routing media between selected media endpoints;

recording media from a selectable media source, and

playing selectable media to a selected media endpoint.

17. (Currently Amended) The software of Claim 15, in which the instructions for selecting further comprise instructions for:

managing media handler selection for successive calling ones of the customers to effect a balancing of relative loads among the plurality of media handlers by comprising the bandwidth requirement to a current bandwidth availability of each media handler.

18. (Previously Presented) The software of Claim 15, in which the instructions for passing further comprise instructions for:

determining a next media event for the calling one of the customers based on a correlation between pre-defined call contact states and status and actual call status for the calling one of the customers, and

with the configuring act responsive to each determination in the determining act to

reconfigure the available one of the plurality of media handlers.

19. (Previously Presented) The software of Claim 15, in which the instructions further comprise instructions for:

managing the available one of the plurality of media handlers to define additional selected ones of a plurality of media services, media sources and media endpoints for handling the customer contact from an agent communication device configured as a media endpoint in the configuring act.

20. (Previously Presented) The software of Claim 15, in which the instructions further comprise instructions for:

maintaining consecutive sequence numbers in the real time protocol (RTP) packets output from the available one of the plurality of media handlers from successive selected ones of the media sources configured in the configuring act during a customer contact session with the calling one of the customers.